



February 10, 2026

LAURA LOZON
DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Field Operations Service Review – Delivery Operations (Audit Number 25-066-R25) Recommendation 3

Representatives of the Office of the Inspector General (OIG) and USPS management met on November 17, 2025, to discuss management's disagreement with recommendation 3 as stated in the August 14, 2025, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation 3 which read as follows from the August 28, 2025, final audit report:

Recommendation #3

We recommend the **Vice President, Delivery Operations** and the **Vice President, Retail and Post Office Operations**, develop and provide a standard work instruction that lists and links to the applicable reports and tools unit managers are required to use to monitor daily scanning compliance.

The recommendation status will be changed to "Agreed" in both the OIG's and management's tracking systems.

To close the recommendation management agrees to take the following action:

VP Delivery Operations and VP Retail and Post Office Operations will draft a joint letter to the field to reiterate use of scanning reports in RADAR and include links to resources they can use.

Request closure with issuance of the OIG's AR agreement letter.

Target Implementation Date: 03/31/2026

Responsible Official: Vice President, Delivery Operations, Vice President Retail and Post Office Operations.

Sincerely,

E-SIGNED by JOHN.S MORGAN
on 2026-02-10 11:45:54 EST

John Morgan
VP, Delivery Operations

E-SIGNED by Jennifer.T Vo
on 2026-02-12 04:30:23 EST

Jennifer Vo
VP, Retail & Post Office Operations

cc: Corporate Audit & Response Management